

During Medicaid eligibility determination and re-determination, workers should verify eligibility factors by using the prudent person concept whenever possible. Only when there is reason to question the accuracy of a customer's statement, should a different form be used. A committee consisting of Linda Asa, BES; Chris Holman, BES hospital outreach; Robert Albrecht, BES; LeAnn Mason, BES nursing home; and Becky Porter, DWS. was tasked to determine what constitutes questionable information.

The following chart is a list of eligibility factors taken from the verification table in the Medicaid manuals with an explanation of what circumstances would make the eligibility worker question the client's statement and therefore request additional verification.

**Note: When an eligibility factor not subject to change, shows it has been previously verified with a verification code on PACMIS of HC, VV, or IM, unless current circumstances contradict the accuracy of the verification, do not reverify.**

Eligibility Factor	Questionable	Suggestions for Resolution
U.S. Citizenship	<p>Client does not have a Social Security Number.</p> <p>During the interview client states they were not born in the U.S.</p> <p>Prior Medicaid record shows that client was not a citizen.</p> <p>No SSA interface for an aged, blind or disabled client.</p>	<p>Ask where the client was born. If born in the U.S., ask why they don't they have a Social Security Number. If still questionable, request hard copy verification of citizenship.</p> <p>Ask if Naturalized.</p>
Alien Status	Mandatory to request hard copy verification of alien registration card.	Copy of card can be sent to SAVE in case secondary verification of alien status is needed.
Utah Residence	<p>Client owns a home in another state.</p> <p>Client is receiving a SSI State Supplement payment from another state</p> <p>NH applicant previously lived in another state to admission in the facility.</p> <p>International students attending a university.</p> <p>Minor client whose parent(s) is not a Utah resident.</p>	<p>Question them about their intent to make their home in Utah. Document their answer on the application.</p> <p>Must transfer SSI benefits to Utah and state their intent to reside in Utah.</p> <p>Ask if it is their intent to stay remain in Utah if the INS will allow them to stay.</p>

Social Security Number	BDX. PACMIS and other interfaces don't match.	Make sure numbers are not transposed.
Relationship	Age difference between parent and child. Spouses with different last names.	Always request proof of relationship for specified relative cases when the specified relative wants to be included in the coverage.
Duty of Support	Client statement not allowed	DOS, form AREN or proof from ORS that client has applied, is required for certain programs.
Pregnancy	Pregnancy is not obvious.  Client has not been seen by a doctor/nurse.	If questionable, request proof of pregnancy to verify due date or make collateral contact to doctor.
School Attendance	Age and grade level are incompatible for student to graduate by age 19.	Take client statement for full-time student status for ABD allocation purposes.
Medicare A/B	No interface on BDX. Client is under age 65 and only receiving SSI. Has not received SSA for at least 24 months.	Request copy of Medicare card if there is no BDX interface.
Blindness, Disability, Incapacity	Client statement not allowed	Social Security interface or determination of disability from Medical Review Board required.
Application for Other Benefits	No interface showing any other benefit type. Client is not receiving benefits they applied for quite some time ago.	Set alert to check for start of benefits.
Earned/Unearned Income including Lump Sums	Client statement not allowed.	Proof of income always required. Check available interfaces.
Self Employment Income	Business and personal expenses exceed income.	Request to view receipts if expenses exceed income or client wants to claim over 40% of income as expenses.
Health Insurance Expense	Client doesn't list insurance on TPL.	
Alimony/Child Support Expense	Expenses exceed income.	For ABD programs only

Shelter Costs	Expenses exceed income. Returned mail	NH and waiver cases require verification of shelter costs.
Medical Bills Owed	Client statement not allowed	
Assets: Vehicles Bank/ Credit Union Accounts Retirement Funds Burial Funds Stocks/Bonds Savings Bonds Property	Interfaces disagree with client statement.  Past Medicaid records don't match client statement.  Assets are close to the limit.	Request proof of assets that are close to the limit for the Medicaid program applied for.
Trust	Client statement not allowed.	Always request hard copy of trust documents.
Life Insurance	Client statement not allowed.	Life insurance policies can be as complicated as trust documents and hard copy should be requested.
Lump sums	Client statement not allowed.	Proof of income always required. Check available interfaces.  After 6 months verify assets if client statement of remainder of lump sum plus other assets is close to the limit.
Living Arrangements	Returned mail. Expense exceeds income.	